8 Vital Features and Functionalities of a "Best Practice" Chiropractic Software

"What should I look for in my EHR software search? What features are most important for a chiropractor?"

The #1 requirement you should look for in chiropractic software is whether or not it encompasses all aspects of your practice. A chiropractor's practice management software should include patient information, scheduling, certified EHR, charge entry & processing, auto payment posting, AR reporting, patient portal & kiosk, and seamless website integration.

Cloud Based Software

Online access 24/7

Cloud based software gives chiropractors access to their practice 24/7 from anywhere in the world on any mobile device. All that is needed is an internet connection. Cloud based softwares are built on much more reliable networks than any in house hosted system.

Cloud computing improves staff productivity

Using the right cloud based chiropractic software gives staff anytime access to patient information, scheduling, SOAP, billing, reporting, and more. This provides both mobility and flexibility. Technologically advanced practices are able to be managed remotely, cutting operational costs significantly. Cloud computing is a straightforward and affordable way of addressing your practice's needs, whether you own a small practice or manage multiple locations.

Cloud computing reduces upfront costs for chiropractors

Choosing a cloud-based solution for such things as EHR, billing software, website design, email, and document sharing reduces the upfront and overall costs associated with running a traditional chiropractic clinic. There are no servers to buy. The cloud-based subscription model allows any size practice to easily increase or decrease their use of cloud services according to their needs. CloudChiro's extensive research indicates that the entry level cost differential

between a server and cloud based system (same performance specs) is an average of $7500.

Cloud computing provides business resiliency

Numerous studies have shown that more than 50% of chiropractic clinics will go out of business within a year of a major data loss. In a cloud environment, if you lose your laptop - or worse, your whole practice - you can get back to business in no time. All your business information and files are securely in place.

Cloud computing is easy

The transfer of a chiropractic practice into "the cloud" is very straightforward. No need to install new hardware or software; no IT administration. It is often seamless to the user. Saving or accessing SOAP notes and other important practice information is only a click away on any mobile device.

Cloud computing is secure

In fact, cloud computing can be more secure than a traditional IT infrastructure. Cloud chiropractic softwares are able to continuously build and modify multiple levels of security and redundancy into their data centers.

Cloud computing provides free push updates

Traditionally, desktop software companies charge chiropractors for both software and hardware upgrades. The average yearly costs for software upgrades is $1500. The average five year cost for new hardware ranges between $5000 and $10000. For example: could you imagine using the same laptop for 5 years… haha. Lastly, managing an in house technology infrastructure usually requires additional costly expertise. A cloud chiropractic software eliminates the fees associated with traditional server softwares.

Real Time Communication

Chiropractic EHR's must have real time communication between the front staff, the doctors, and the billing team. The modules in a quality Chiropractic software must be able to communicate scheduling information between front staff, chiropractors, and billing team. It's important for this communication to be real time so that patients flow through the office efficiently, and staff manages documentation and claim submission as quickly as possible.

Practices that operate with this type of maximum efficiency have happier patients, get paid faster, can report on results, and save a ton of time.

Most chiropractic software vendors only offer pieces of a full circle solution. This hinders the data from flowing from one module to another and creates inefficiencies and loss of profit. Also, if you are forced to integrate multiple solutions, the cost of professional services can get pretty lofty.

Practices that utilize full circle software solutions operate up to 5 times more efficiently than practices with no software or fragmented modules. Profits reflect the same upside.

Ease of Use

"Can my staff easily operate this stuff? Will it ultimately save me and my staff time in the office?"

Ease of use is a major factor when selecting the solution that will best a chiropractor's practice. The last thing you want to do is select a software that actually causes your clinic to regress. Understand that each and every software solution requires extensive training. Many chiropractic software companies don't have the resources and expertise to train new practices efficiently. Their main objective is to get as many users as possible. Once a user signs, they are usually forgotten to a degree. It is a best practice to figure out whether or not there are any professional services companies familiar with the software you choose... Paying a consultant to help implement practice software usually results in a very high ROI. We've seen practices lose thousands or hundreds of thousands of dollars when implementing a new software solution. There are many pitfalls that can delay the implementation and billing processes, starting with loads of paperwork required from clearinghouses and insurance providers. Once a practice's claims start stacking up, it is very hard to catch up. Signing up for a new software service is nothing like signing up for a new google account. Attention to detail and proper guidance are key to a successful transition.

Customizing Capabilities

"Can I customize my notes to suit my practice best?"

The most important feature for chiropractor's is the ability to customize SOAP notes. Doctors who utilize highly customized SOAP notes and saved canned notes can operate up to 5 times more efficient than doctors who populate mundane data points on each and every visit. For

example, a chiropractor who specializes in low back pain treatments should be able to instantly access his or her top 10 low back procedure notes and apply them to any patient. Canned treatment templates make note taking quick and easy and can be completed in under 30 seconds! Many chiropractic softwares are hard coded with standard templates and prevent users from customizing settings and SOAP notes. A system that does not allow users to customize workflows will eventually get in the way. The best chiropractic softwares allow doctors and their consultants to customize canned SOAP notes for specific treatments. These canned templates allow chiropractors to document a complete SOAP note and submit to billing within 30 seconds. A quality chiropractic software should be a direct reflection of how the practice operates.

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Billing Connection

A quality chiropractic EHR is not as hard to find as a quality chiropractic billing software. HITECH incentives do not hold a candle to the return a practice can yield by implementing a capable billing software. Too many chiropractors are using EHR's that do not have quality billing modules. A quality billing module includes these features:

1. Real time schedule sync.
2. Insurance Verification **FEATURE ALERT: can save your staff up to 20 minutes per insurance carrier phone call avoided.**
3. Access to patient information.
4. Real time communication with EHR.
5. Ability to transfer billing codes from EHR to Charge Entry (even when the doctor has not finished the narrative).
6. Electronic submission to clearinghouse.
7. Electronic remission (auto EOB) from clearinghouse **FEATURE ALERT: can save your staff up to 20 hours per week.**
8. Denial code communication.
9. Ability to rework a denied claim and re submit electronically or via paper.
10. Ability to add and track payments.
11. Invoicing ability.
12. AR reporting.
13. Ability to manage multiple billing cases.

Certified EHR

The federal government is offering an incentive of up to $44,000 for chiropractors to comply with new technology guidelines for Medicare and Medicaid. The only way to receive the full reimbursement is to collect a total of at least $58,666 in Medicare payments over a 4 year period. The max payout is $18,000 in the first year and it scales down each year after. If you are a doctor who bills Medicare or Medicaid, make sure your EHR is certified. If you're like most chiropractors, reimbursement programs will not affect your practice nearly as much as a billing software overhaul.

Website Integration and Compatibility

It's important to give your patients web access to information such as:

- Ledger
- Visit history, patient summary, & documentation
- Scheduling
- Educational materials
- Instant messaging
- Pre-visit documents

A chiropractor's website is one of the most important aspects of their practice. A good chiropractic website drives traffic for specific treatments and allows visitors to communicate easily with office personnel. A chiropractors website should help them generate targeted leads for high dollar treatments, and manage the patient to caregiver relationship.

Staff

Practices NEED to screen new hires for computer literacy. Your staff needs to have basic computer and web knowledge to succeed in today's mobile age. Under Qualified staff is one of the number one reasons software implementations fail.

Conclusion

A high octane EHR and billing software can increase the efficiency of a chiropractic office by up to 5 times! A customized EHR and fully communicative cloud based software will help alleviate staff work load and tedious mundane tasks. With the additional time savings and increased moral, office staff has more time to complete revenue generating activities and help the

practice grow. When a chiropractor's marketing efforts are yielding high paying treatments, this gain on productivity should increase profits nearly tenfold.